

About Our Day Hospice

Our Day Hospice is open from Tuesday to Friday, between 10.30am and 3.00pm, with room for up to 15 patients. Most people attend one regular day each week. You will have been referred by your GP or other healthcare professional.

The hospice provides a relaxed and friendly social environment, whilst providing health care, support and advice related to the physical and emotional problems caused by your illness.

Many people attending the Day Hospice say that the greatest benefit of all is the opportunity to meet others in a similar situation.

Patients can experience a range of problems. Common problems include:

- difficulties in adjusting to your diagnosis;
- concerns about symptoms and pain;
- worries about living at home with a progressive illness;
- Planning your future care.

We can work with your GP to find solutions to these. You may be worrying about practical problems, such as help with claiming benefits, or accessing other services. At Primrose, we have a dedicated team of staff to help with a variety of issues.

The team includes the following professionals:

- Qualified nursing staff led by a Clinical Nurse Specialist
- Physiotherapist
- Occupational Therapist
- Chaplain
- Wellbeing Lead
- Therapies Assistant
- Family Support Service (please refer to separate leaflet).



It is also possible to see the Consultant in Palliative Medicine if the team feel you need specialist medical advice.

In certain circumstances, patients may be offered a place more than one day a week. We will talk to you about your particular circumstances and agree a plan with you.

A freshly cooked lunch is served every day. If you have any food allergies or intolerances, full details of the ingredients used in each dish are available from the kitchen.

We are able to assist with or provide:

- any special dietary needs or preferences;
- a preference for a smaller or larger portion;
- a private area to enjoy your meal, especially if eating is difficult
- any help you may need at mealtimes;
- a particular request, such as an omelette or a sandwich;
- snacks during the day.

Because health care is our main focus, nursing staff will make a detailed assessment of your particular health and social care needs during your first two or three visits. We will ask a wide range of questions to help us to build a picture of your current worries and concerns and the things that are important to you.



By agreeing to attend the Day Hospice, we make an assumption that you are happy to participate in this assessment process.

All information is treated in the strictest confidence within the healthcare team providing your care. A leaflet entitled, 'Worcestershire Palliative Care Services: Why information is collected about you' should have been included in this pack.

Like most Day Hospices we operate an active discharge policy, which we see as a positive process for patients who are well, or whose disease is stable, and who no longer need this particular service. The discharge will be tailored to fit the individual and may involve researching alternative arrangements.

The Day Hospice is supported by a number of volunteers who help transport patients to and from the hospice, and help within the Day Hospice providing a friendly ear and cups of tea.

For more information

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